

FIRST SET OF INFORMATION REQUESTS OF  
THE DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY TO  
ALL LDCS

D.T.E. 04-1

Respondent: Elizabeth D. Arangio

Information Request DTE 1-9

- Q. Describe all the activities directed to both consumers and marketers that the Company undertook to facilitate the transition to a competitive market since the 1999 Unbundling order issued by the Department.
- A. The Company has made significant efforts to facilitate the transition to a competitive market since the 1999 Unbundling order issued by the Department. In the initial “roll out” in 1996, Boston Gas conducted breakfast meetings throughout its territory with commercial and industrial (“C&I”) customers to inform them of their ability to choose a third party supplier and to educate them regarding the process. In addition, KeySpan’s C&I representatives work diligently on an on-going basis with their customers in order to assist customers with transportation only service. KeySpan also hosts meetings on the subjects of Energy Management and Customer Choice and invites marketers to such meetings. At these meetings, KeySpan’s Customer Choice group informs customers about the Company’s Customer Choice program and provides customers with the opportunity to voluntarily be contacted by marketers who would provide pricing information. Over the years, KeySpan has also sent numerous bill inserts, including the bill insert required by the Department, notifying all customers of their ability to choose a third party supplier. New customers are sent a ‘welcome’ package which includes Customer Choice information. KeySpan has also designed its customer billing system to send a letter to all customers who have returned to default service with a listing of active marketers should the customer choose to pursue service with another marketer. In addition, the Company provides contact information, customer choice information and active marketer listings on its website for customers to review.

The Company continues to assist marketers by having a central point of contact for all Customer Choice related questions, such as usage, capacity, nominations, confirmations, profile requests, enrollments, as well as customer and marketer billing. In addition, KeySpan’s Customer Choice group proactively provides the marketers with proposed Cost of Gas Rate filings as they are submitted to the Department and follows through by

informing the marketers of any approvals or revisions by the Department. The Customer Choice Group also conducts annual meetings with the marketer community. KeySpan also informs the marketers on an annual basis of any capacity contracts that are up for renewal. KeySpan's website is used extensively by the marketer community as it contains all the data required to conduct business on our system including, terms and conditions, capacity matrices and schematics, enrollment forms, and citygate assignments.

The Company continually strives to make internal system improvements to assist marketers in conducting business with KeySpan. Some of these improvements include a summarized bill cover page, same-day direct faxing of customer profile information, same-day confirmation of citygate discrepancies, reports showing any differences between Company provided adjusted target volumes and marketer nominated adjusted target volumes.